

School Group Attendance Zoo



KPI Owner: TBD

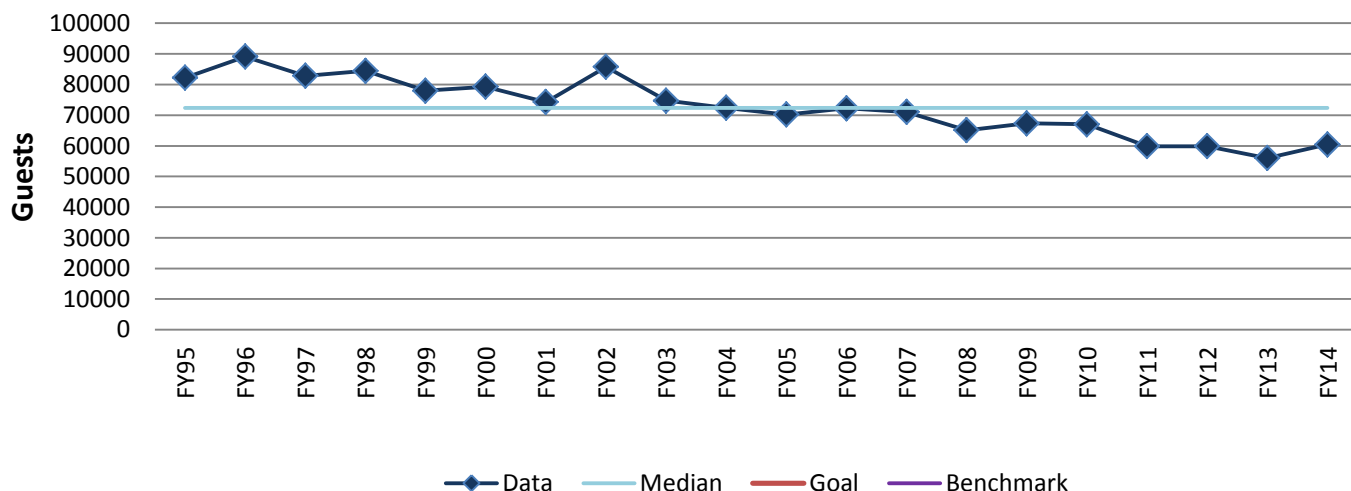
Process: Education

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 56,023 guests, FY 13 Goal: Increase Zoo Group Attendance Benchmark: TBD	Data Source: Zoo Attendance Report Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step is Unclear Measurement Method: The number of school group attendees per school year Why Measure: Encourages a sense of responsibility for animal & plant life Next Improvement Step: Determine a benchmark

How Are We Doing?

FY10-FY14 5 Year Goal	FY10-FY14 5 Year Actual		FY14 Goal	FY14 Actual	
TBD	303,258		TBD	60,456	
Guests	Guests		Guests	Guests	

School Group Attendance



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.